



ISSUE DATE
May 20, 2013

EFFECTIVE DATE
May 20, 2013

NUMBER
51-13-04, 55-13-04, 59-13-04

SUBJECT:
Office of Long-Term Living Standardized Home and
Community-Based Services Waiver Participant Informational
Materials


Deputy Secretary, Office of Long-Term Living

PURPOSE

The purpose of this bulletin is to provide standardized informational materials for program participants to ensure that all involved agencies are providing participants with consistent and uniform information.

SCOPE

This bulletin applies to the Department of Public Welfare's (the Department's) Office of Long-Term Living's (OLTL's) Independent Enrollment Broker (IEB), Area Agencies on Aging (AAAs) enrollment staff, and Service Coordination entities (SCEs) that provide services to participants in the AIDS, Aging, Attendant Care, CommCare, Independence and OBRA waivers and the Act 150 Program.

BACKGROUND/DISCUSSION

In the past, many OLTL agencies have provided their own informational materials to program participants. To ensure consistency of information being provided to program participants in accordance with 55 Pa. Code Section 52.14(i), the Department is requiring that all participants, regardless of which waiver they are enrolled in or in which county they reside, be provided with the standardized informational materials. It is imperative that all program participants be provided with the same information about their rights and responsibilities, free choice of providers, the role of the service coordinator, how to file complaints and request a hearing or appeal, how to detect and report Medicaid fraud and abuse, who to contact on a variety of issues and where to find local resources.

POLICY:

The IEB and AAA enrollment staff are required to provide the attached informational packet, along with any future revisions, additions or deletions, to waiver applicants at the time of enrollment.

All SCEs are required to provide the attached informational packet, along with any future revisions, additions or deletions, to waiver participants at the time of their annual redeterminations.

OLTL will provide updated materials as the need arises. When updates are provided, the IEB, AAA enrollment staff and SCEs are to begin to use the updated materials immediately.

PROCEDURE

The IEB and AAA enrollment staff are required to suspend distribution of previously developed informational materials to waiver applicants.

As of May 20, 2013, the IEB and AAA enrollment staff are to distribute the attached materials to applicants at time of enrollment.

All SCEs are required to suspend distribution of previously developed information materials to waiver participants.

As of May 20, 2013, SCEs are to distribute the attached materials to participants on their re-evaluation dates.

ATTACHMENTS

The attached packet includes information on:

- Your Rights as a Participant
- Your Responsibilities as a Participant
- Participant Choice
- Applying for Home and Community-Based Services Programs
- The Role of the Service Coordinator
- Participant Complaints
- How Can I Find Other Resources in My Community?
- Medicaid (MA) Fraud and Abuse
- Who Do I Contact if...

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

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